

Minimum Qualification Specifications
for the Classes:

TAX INFORMATION TECHNICIAN I and II

Experience Requirements

Applicants must have had the kind and quality of experience described, and in the amounts shown below, or any equivalent combination of training and experience.

Class Title	General Experience (Years)	Specialized Experience (Years)
Tax Information Technician I	2	0
Tax Information Technician II	2	1

General Experience

Work experience which demonstrated the ability to read, understand and apply rules, regulations or procedures; perform arithmetic computations; write simply and clearly; and select the best option among several alternatives in resolving procedural or related problems. Such work experience must have been comparable to journey level clerical work in State service.

At least one (1) year of such experience must have demonstrated knowledge of state and/or federal tax laws and regulations, and with methods, procedures and practices of tax work.

Specialized Experience

One (1) year of responsible technical support tax work experience which demonstrated knowledge and application of various tax laws, rules and regulations, and procedures in such areas as general excise and withholding taxes, individual income tax returns and supporting schedules, delinquent taxes, assessments, etc., and the ability to deal effectively with the public.

Examples of qualifying Specialized Experience include (but are not limited to) the following:

- 1) Work experience in the tax field which demonstrated knowledge and application of various state and/or federal tax laws and other tax materials and procedures in preparing and/or examining tax returns (which included such areas as questionable sick pay exclusion and non-business income and deductions) and other documents and determining tax liability; or

- 2) Work experience in collecting current or delinquent taxes which demonstrated knowledge and application of state and/or federal tax laws, related regulations and procedures in the more complex collection activities comparable to experience gained as a Delinquent Tax Collection Assistant I; or
- 3) Work experience in a taxpayer assistance program with responsibility for providing authoritative, prompt, and courteous responses to taxpayer inquiries, including the preparation of various types of tax returns and assisting in informational dissemination services which demonstrated knowledge and application of tax laws and regulations in such areas as net income, general excise and withholding taxes.

Examples of non-qualifying Specialized Experience include (but are not limited to) the following:

- 1) Work experience in a clerical position which involved the processing/examination of tax forms and other documents to ensure their completeness; or
- 2) Work experience in a clerical position which was limited to verification of data given on tax returns.

Substitutions Allowed

1. Excess Specialized Experience of the type and quality described above may be substituted for General Experience on a month-for-month basis.
2. Successful completion of fifteen (15) semester credit hours of coursework from an accredited business or technical school, community college, or four year college or university, may be substituted for six (6) months of General Experience, up to a maximum of one (1) year.
3. Successful completion of fifteen (15) semester credit hours of coursework from an accredited business or technical school, community college, or four year college or university, which included at least three (3) semester credits that provided knowledge of tax laws and concepts may be substituted for six (6) months of General Experience, up to a maximum of two (2) years.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the classes TAX INFORMATION TECHNICIAN I and II, which were approved on March 3, 1987, and March 10, 1987, respectively.

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